

HAMILTON COUNTY JUVENILE SERVICES CENTER

SHELTER CARE

RESIDENT HANDBOOK

Revised January 25, 2009

HAMILTON COUNTY JUVENILE SERVICES CENTER

You have just entered the Juvenile Services Center Shelter Care program. This may be a confusing or even scary time for you. Therefore, our goal is to help you feel safe and secure while you are in our care. We realize that you do not know us and may have difficulty trusting us. We will work to build your trust, and we ask that you work to build our trust.

We will ask that you observe the rules of the program. The rules are for two basic reasons: 1. Your safety, and 2. To maintain structure and order in the program. The rules are simple if you choose to follow them. If you disobey the rules, consequences will be given. Please feel free to ask questions if there are things you do not understand. We will do our best to answer any questions that you may have.

The Resident Handbook has been given to you to help you in your placement. Please read the handbook all the way through. The following is a description of the program.

Merit System

During your placement, you will earn one of three merit statuses. A merit status is determined by a three-day average of your points. The three merit statuses are: Beginner, Learner, and Achiever. You will begin the program on Beginner status. Below is an explanation of each merit status:

- Beginner:** If you average 77 points or less (65% or less) over three days, you will be on “Beginner” status. Beginners receive the least amount of privileges. As mentioned earlier, you will begin the program as a “Beginner”. You will remain on this status until your fourth day in the program. At this time we will compile your three-day average. Depending upon your three-day average, you will either remain on Beginner status, or improve to Learner or Achiever status. Your daily status will now be figured each day based upon your previous three days average of points.
- Learner:** If you average 78 - 95 points (66% - 80%) over three days, you will be on “Learner” status. Learners receive more privileges than Beginners, but not as many as Achievers.
- Achiever:** If you average 96 or more points (81% or more) over three days, you will be on “Achiever” status. Achievers receive the most privileges.

Privileges Within the Merit System

Privileges are in place to motivate teenagers to perform within the Merit System. The higher the point average, the greater the privileges you will receive. Listed below are the merit statuses and their corresponding privileges:

Beginner:

1. 8:00 p.m. bedtime
2. Board Games
3. Television
4. Two (2) phone calls to approved family members per week
5. Receive one approved family visit per week

Learner:

1. 8:45 p.m. bedtime
2. Board Games
3. Television
4. Learner Coupon Box
5. Three (3) phone calls to approved family members per week
6. May “purchase” video game time with coupons (may purchase up to 30 minutes per week)
7. Receive one approved family visit per week
8. May participate in designated outings

Achiever:

1. 9:30 p.m. bedtime
2. Board Games
3. Television
4. Achiever Coupon Box
5. Two free coupons per day
6. Four (4) phone calls to approved family members per week
7. May “purchase” video game time with coupons (may purchase up to 45 minutes per week)
8. Receive two (2) approved family visits per week.
9. May have the opportunity to be a staff helper for the day
10. May have one four (4) hour home visit per week
11. May participate in all outings

Points

You will begin each day with zero points. However, based upon your performance you may earn up to 120 points per day. A staff member will explain the point sheet to you and answer any questions that you may have. Your performance in each category will be evaluated on a scale of 0 to 5. Below is an explanation of the points:

- 5 – Excellent (Outstandingly good of its kind; of exceptional merit)
- 4 – Above Average (Better than ordinary or normal)
- 3 – Average (Ordinary or normal)
- 2 – Below Average (Less or lower than ordinary or normal)
- 1 – Unsatisfactory (Not satisfying or meeting demands; inadequate)
- 0 – Refused to complete/participate

Coupons

If you do something positive, staff may give you a coupon. If you disobey a rule in the Primary or Serious Consequence section you will have to “pay” a specified amount of coupons to staff for your actions. Coupons can be used to buy anything in the Learner and Achiever Coupon Boxes as well as Learner and Achiever video game time.

Coupons can be given anytime, but you must be a Learner or Achiever to buy something. You may spend as many of your coupons per day as you desire. If you are placed in your room for disciplinary reasons, you will not be allowed to use your coupons. Also, the Coupon Boxes and video game time is a privilege and can be revoked. All efforts are made to keep the Coupon Boxes stocked, but at times this may not happen immediately after it is depleted.

Behavior Guidelines

As discussed earlier, we ask that you observe our rules for two basic reasons: 1) for your safety, and 2) to maintain structure and order to the program. We will do our best to make sure that you are informed of every rule. **However, to maintain structure and order it is possible that a staff member will ask you to comply with something that is not specifically stated in the handbook.** An example of this situation might be when told to go to your room while staff attends to a problem. **Although it is not a “rule” that you go to your room in this situation, you would be expected to follow instructions.** Basically, we ask that you not only observe our rules, but also our instructions. The following is a list of general rules followed by more specific rules and discipline.

General Rules and Consequences

In the program, you may receive disciplinary consequences for not following rules and/or for inappropriate behaviors. It is important for you to be aware that the facility may file charges for any criminal behavior (i.e. possession of contraband). Failure to abide by the following rules will result in the consequence listed.

PRIMARY CONSEQUENCES (1 to 2 hours of room restriction, pay staff two (2) coupons that you have earned, and any other consequence deemed appropriate by staff).

1. You are to follow the instructions of ALL staff members.
2. You are to be respectful to all staff/volunteers.
3. You are to address all staff and outside visitors as “Mr.” or “Ms.” and their first name.
4. You may not enter another resident’s room. You must remain at least two (2) feet away from another resident’s door.
5. To move from one area to another you must ask and receive permission from staff.
6. You must ask and receive permission to enter the restroom area or to get a drink.
7. Upon leaving your room, make sure your bed is made, items are put away, and your room is ready for inspection (inspections occur throughout the day). Secure your door shut when leaving.
8. You are not to rearrange the furniture in your room.
9. You are not to give away, trade, lend, etc. your clothes or belongings to other residents.
10. On laundry days, all clothing needs to be put away before you leave the day room. Your clothes need to be folded or hung up in your closet at this time.
11. You must remain at your tables during a meal until everyone is finished eating. A staff member will dismiss everyone at the same time to stack their trays.
12. You are not to give away or trade any food/drink.
13. It is your responsibility to brush your teeth, wash your face, get a drink of water, and use the restroom before you go to your room for the evening.
14. You will be sent to your room during shift change. You will be allowed to be out of your room at staff discretion to begin activities.
15. Do not pass notes to other residents. This includes notes coming from school to another resident or from a resident to take to school to give to someone else.

16. No throwing objects of any kind, (i.e. food, drinks, personal items, etc.)
17. Walk quietly in single file with your hands behind your back when going outside of the Shelter Care Unit (Recreation, Nurse, IOP, Visitation, Day Reporting, Evening Reporting, etc.)
18. If you are not directly involved in an inappropriate behavior or situation, you are to remain out of it.
19. Do not discuss with other residents your reason for being in the facility.
20. There is to be no swearing (cussing).
21. There is to be no gang signs, possession of gang graffiti, and/or discussion of drug or alcohol stories.
22. Do not touch the radio, TV, video console, computers, appliances, etc. without staff permission.
23. Do not use furniture for anything other than its intended use (i.e. no propping feet on chairs or sitting on tables or the backs of chairs).
24. You are not to argue with others.
25. You are not to be disruptive during staff directed activities.

SERIOUS CONSEQUENCES (4 to 6 hours of room restriction, pay staff four (4) coupons that you have earned, one (1) day on Beginner Status, and any other consequence deemed appropriate by staff).

26. You are not to touch another resident in any way.
27. You must maintain five (5) feet of space from residents of the opposite sex.
28. Do not lie on, sit on, or use any bedding that is not assigned to you.
29. You are not to have any property that does not belong to you.
30. You are not to be disruptive during bedtime hours, shift change or any other assigned room time, (i.e. yelling, banging on walls, windows, and/or doors).
31. You are not to communicate between rooms, (i.e. talking through vents, under doors, etc.)
32. You are not to damage facility property in any way.
33. Do not discuss residents that are currently in this facility or have been in the past.
34. You are not to pass out personal information to other residents, (i.e. addresses, phone numbers, etc.)
35. You are not to improperly use resident telephone time, (i.e. redialing without permission, calling unapproved numbers, etc.)

36. There is to be no teasing/harassing of other residents, (i.e. name calling, racial slurs, etc.)
37. No lying to or attempting to manipulate staff in any manner.
38. You are not to be disruptive while on school transport to and/or from school and you are to follow all rules of the driver.
39. You are not to be in possession of any non-harmful contraband, (i.e. cell phones, unapproved clothing, jewelry, etc.) that belongs to you or anyone else.

SEVERE CONSEQUENCES (24 to 48 hours of room restriction, three (3) days on Beginner Status, likelihood of receiving an additional charge, and any other consequence deemed appropriate by staff).

40. You are not to leave school grounds without the permission and/or knowledge of your Probation Officer and staff at the Shelter Care Unit.
41. If you leave on a Temporary Book-out (TBO) and do not return at the designated time.
42. Assaulting another resident or staff member, (physical, verbal or written).
43. Threatening another resident or staff member, (physical, verbal or written).
44. Engaging in any kind of sexual activity with other residents.
45. No verbal, written, or behavioral sexual vulgarity.
46. You are not to be in possession of and/or use of tobacco, lighters, alcohol, drugs, paraphernalia, or a harmful substance or contraband.
47. Under the influence (or staff suspicion of use) of drugs and/or alcohol.
48. You are not to be in possession of a weapon or any object that may be used as a weapon.
49. If you are suspended or expelled from school.

Incident reports

Incident Reports will be written when there is failure to abide by program guidelines. If a resident receives four (4) Incident Reports in a seven (7) day period, (Monday through Sunday), it will result in three (3) days on Beginner Status.

Room Restriction

If you are behaving inappropriately, a staff member may instruct you to enter your room for a cool down period. You may also request to go to your room on your own if you feel

you may get angry or frustrated and wish to remove yourself from the situation. When you feel you are ready to reenter the group, let staff know and they will have a discussion with you over the incident.

If you are placed on a room restriction, you are to be in your room with your door closed. If you choose to make noise, bang on your door and walls, throw items around your room etc., staff will not begin your room time. You are to be awake and not lying on your bed. You may be on your bed in a sitting position. Every hour you will be given a bathroom break and an opportunity to get a drink. You will receive your meals at the normally scheduled times and will not be denied any snacks that are provided to the rest of the residents. If you display out of control behavior while in room restriction, you will be moved to the Focus Room.

Clothing and Personal Items

We will contact your parent/guardian and request for them to bring your clothing and personal items. We will provide you with clothes and personal items until you receive your own. Once you receive your belongings, staff will determine if the clothing is appropriate. All clothing and hygiene items will be clearly marked with your initials. We do not allow band t-shirts, (i.e. rock-n-roll, country, rap t-shirts/clothing), clothes with alcohol/tobacco labels, or clothes that are ripped or torn.

Clothing that you may have while you are in Shelter Care:

- 7 Pairs of pants that do not “sag,” have excessive rips or reveal underwear.
- 7 Shirts (solid color, without designs/writing, or that expose cleavage)
- 2 sweatshirts (solid color with minimal designs/writing)
- 2 Sleepwear bottoms and 2 sleepwear shirts (revealing clothing will not be approved)
- 2 Pairs of gym shorts (at least 7 inch inseam)
- 7 Pairs of socks
- 7 Pairs of underwear
- 3 Bras for female residents
- 1 Bathrobe
- 1 Pair of house slippers
- 3 Pairs of shoes
- *One pair must be athletic shoes.
- 1 Weather appropriate coat or jacket
- 1 belt (minimal metal components, no spikes)
- Property may be exchanged or replaced during visitation only and must be approved by staff.

Personal hygiene items that you may have while you are in Shelter Care:

- Shampoo
- Conditioner

- Soap (bar or body wash)
- Shaving cream
- Deodorant
- Toothbrush
- Toothpaste
- Dental floss
- Mouthwash (that contains no alcohol)
- Chapstick or lip balm
- Body lotion
- Basic make-up (maximum of 8 items)
- Hair moisturizer
- Non-aerosol hairspray
- Gel/mousse
- Brush, comb, or plastic pic
- Hairdryer (to be kept in staff office)
- Hair tie
- Plastic or cloth headband
- Q-tips
- Emery board (disposable nail file)
- Facial wash
- Razors and nail clippers will be provided on an as needed basis by staff.

Educational items that you may have while in Shelter Care:

- Non-spiral notebooks
- Pens and pencils (non-mechanical)
- School books
- One (1) backpack
- Calculator
- Plastic ruler
- Folders/binders
- Index cards
- Colored pencils
- Crayons
- Erasers

Additional property that you may have while in Shelter Care:

- Postage stamps
- Bible or other religious material
- Paperback books (staff approved and only three (3) in room at a time)
- Puzzle/game magazines
- Handheld games (non-electronic)
- Board games
- Jigsaw puzzles
- Photographs (staff approved and only five (5))

- Blanket (washable)
- One (1) stuffed animal

The Hamilton County Juvenile Services Center is not responsible for lost or stolen property. Property left at the facility for longer than thirty (30) days will be destroyed or donated to charity.

Room and Detail

1. It will be your responsibility to keep your room, closet, and drawer clean.
2. At least twice a day you will be required to complete a detail. Details are the daily cleaning of the unit. On Saturdays, we do a Super Clean. Staff will explain what to do during a Super Clean.
3. Clothes are to be hung up in your closet or neatly folded in your drawer.
4. Personal items are to be neatly placed on the top shelf of your closet.
5. Shoes are to be neatly placed in the bottom of your closet.
6. Papers and books are to be neatly stacked on your dresser.
7. Your room is to be vacuumed every morning.
8. Your bed should be made neatly.
9. The pillowcase must be on your pillow, with the fitted sheet and flat sheet on your bed.
10. You are only permitted to be on the bed assigned to you.
11. Your blanket can either be made under the comforter or folded neatly on your bed.
12. The walls in your room are to be washed during Super Clean.
13. Do not write or carve on your window/door/walls/furniture, etc.
14. You may be charged for any damage you do to your room.
15. You may hang appropriate photos or drawings/craft pictures on your wall with tape. Some examples of inappropriate pictures would be anything containing alcohol or tobacco, nudity or near nudity, gang literature, rock-n-roll or rap names/pictures. There will be no magazine pictures or posters hung in your bedroom. Anything you do hang in your room will need to be staff approved. We reserve the right to remove anything from your room that we feel is inappropriate.

Etiquette During Meals and Snacks

1. Wash your hands prior to getting your tray or snack.
2. Take your tray and/or snack back to your assigned seat.
3. Your chair needs to be scooted up to the table to where you are sitting up straight with your feet flat on the floor.
4. Proper manners are to be used at all times while eating.
5. Do not accept or share anyone else's food or snack.
6. You are to remain seated at your table until everyone has finished. At this point staff will dismiss you.
7. Chairs are to be pushed up to the table when you are finished.
8. Tables and counters are to be wiped down after use.

Treatment Assignments

During your stay in Shelter Care you will be expected to complete treatment assignments. Treatment assignments will generally consist of the following:

Thinking Log: In the Thinking Log, you must write three (3) things that happened to you in the last three (3) days. After you complete the Log, a staff member will discuss your Log with you.

Goal Setting: When you enter the program, you will be required to set goals for yourself. You will have three (3) goals in which you will be graded on during first and second shifts. If you meet your goals, you will receive a plus (+) sign on your point sheet. If you do not meet your goals, you will receive a minus (-) sign on your point sheet. At the end of every week staff will total your plus signs. If you receive 38 plus (+) signs (90%) you will receive two (2) coupons.

Changing Inappropriate Thinking Worksheet: You are expected to remember one thing from the day before in which you could have handled better. After writing what you did, you are asked to remember what you were thinking at the time. Often, a person's thoughts about a situation influence how they will act in that situation. This worksheet teaches you that if you think the right things, you will do the right things.

Education Program

If you are currently enrolled in school, you will continue to attend the school and classes as scheduled. Arrangements will be made by the facility to transport you to your school. If you are a G.E.D. candidate, G.E.D. preparation lessons will be given. If you are suspended or expelled from school, you will automatically receive a minimum of a twenty-four (24) hour room restriction upon your arrival to the unit and three (3) days on Beginner Status.

You will be responsible for taking a homework sheet to school every day. The homework sheet must be signed by every teacher you have that day. If you forget to have your homework sheet signed or do not bring it back for more than one day during the school week, you will be put on Beginner status for three consecutive days.

Life Skills

Life Skills will be taught on a daily basis. Residents who are in the Unit on first shift will be taught a lesson from the Life Skills binder or another lesson prepared by staff. All residents will learn a Life Skills lesson on second shift.

Religion

With approval from your Probation Officer, you will be permitted to attend an off-site religious ceremony. Your parents/guardians must provide transportation in order for you

to attend. The facility has a chaplain on staff that you may request to meet with at any time.

You are permitted to have a Bible or any other religious material to keep in your room. You may also have one (1) religious pendant not to exceed one inch (1”) in size.

Recreation

As a privilege, you are able to use the indoor gymnasium and if weather permits, the outdoor recreation area. If behavior is positive, we will often schedule additional recreation time. If you leave messes, do not take care of the gymnasium equipment, or rough house, you may lose the privilege of using the gym. When walking to recreation, you are to walk silently in a single file line with your hands behind your back. You may not touch another resident in any way. Residents must understand that if circumstances arise, gymnasium time may not fit into each daily schedule.

Medical/Dental

If you are feeling ill or wish to see the nurse, let a staff member know. They will complete a medical slip and the nurse will see you as soon as possible. If you are taking a prescribed medication, staff will administer it to you as directed by the nurse.

If you wish to see a dentist, you must have your parent/guardian schedule an appointment and receive approval from your Probation Officer.

Haircuts

We have a barber available to you every other Tuesday. The cost for this service is \$7.00. With approval from your Probation Officer your parent/guardian may take you to an off-site barber.

Visitation

Your parents/legal guardians will receive information on our visitation procedures. All visitors must be approved by your Probation Officer. Visitors must be at least 18 years of age. Your parents/legal guardians must give staff twenty-four (24) hours notice in order to schedule a visit.

Visitation will take place on Tuesdays and Thursdays from 6:00 p.m. to 8:00 p.m. and on Sundays from 12:00 noon to 2:00 p.m. Each visit will last thirty (30) minutes and you may have up to four (4) visitors at each scheduled visit.

Beginners and Learners will receive one approved family visit per week. Achievers may have two (2) approved family visits per week.

Home Visits

Achievers will be allowed one four (4) hour visit per week. Your parent/guardian must call and schedule a time at least twenty-four (24) hours in advance. If you return to the facility late, you will be denied your next home visit and your Probation Officer will be notified and you will be dropped to Beginner Status for one day.

Phone Privileges

Phone calls will take place seven (7) days a week, Monday through Sunday between the hours of 10:00 a.m. and 9:00 p.m. All phone calls are recorded. Telephone calls will be limited to family only. Residents will receive a minimum of two (2) telephone calls per week. Additional phone times will be determined by the level system. Staff will dial the number for you and you will be monitored at all times during the call. Phone times last for fifteen (15) minutes. Phone calls will be set up for the week on Mondays according to the resident's level. Phone times may not be moved or switched to any other day/night than originally set. Residents are expected to follow all rules for use of phone time. Phone privileges will be lost for one week if rules are violated.

Incoming and Outgoing Mail

We will provide you with paper and envelopes so you may correspond with family and friends by mail. We will also give you one (1) stamp per day. You will only receive this stamp if you write a letter. In other words, you cannot save stamps. You may purchase one (1) additional stamp per day by giving staff a coupon. A family member may provide you with additional stamps. All incoming and outgoing mail will be monitored by staff. When you receive a letter, staff will open it in front of you, check to see that there is no contraband, and then the letter will be given to you. If you are mailing a letter you must show staff what you are placing in the envelope and seal it in front of them. Residents may not send or receive mail from another facility, (i.e. Secure Detention, Whites, etc.) Incoming mail from these facilities will be placed in personals and given to the resident at the time of release.

Multi-Media Rules

TV/DVD/Movie Rules:

1. Only staff are allowed to operate the television and the DVD/VHS player. Staff will operate the remote controls and change channels.
2. During regular school hours the television will remain off (no earlier than 5:00 p.m.)
3. All movies must be rated PG or less.
4. Residents are not allowed to bring in movies from home.

Radio Rules:

1. Only staff are allowed to operate the radio. Staff **only**, will determine which radio stations to play.
2. If the television is on, the radio is to be off.
3. The volume of the radio is not to exceed the black line on the volume control.
4. The following radio stations are permitted:

89.3	101.7
92.3	101.9
94.3	102.5
95.5	104.1
96.7	104.5
97.1	104.9
97.9	105.7
98.3	106.9
98.7	107.9

Computer Lab Rules:

1. Only staff are to turn the computers on/off.
2. Do not enter any program unless you are instructed to do so.
3. Do not change the computer settings.
4. Do not print without permission.